PRODUCTION APPLICATION DEPLOYMENT

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PURPOSE

The purpose of this procedure is to provide a consistent method of deployment for applications into the ITS production environment.

SCOPE

This procedure applies to all employees of the Division of Information Technology Services (ITS) and all State of Utah agencies deploying applications to ITS production servers.

PROCEDURE

Responsibility / Action

Application Developer

1. Submits a request for promotion of an application into the acceptance-testing environment, along with the application package (e.g., EAR file) and associated documentation, via the ProdHosting@utah.gov email alias.

Production Operations Team (Tier 4)

2. Receives the request, the application package, and associated documentation.

3. Reviews the application package and associated documentation and deploys the application to the acceptance-testing machine that hosts the required environment (i.e., iPlanet, WebSphere, etc.).

4. Informs the Operations Acceptance Testing Team of the deployment, an passes on the associated documentation.

Operations Acceptance Testing Team

5. The application undergoes extensive acceptance testing as outlined in the Operations Acceptance Testing (OAT) policy.

6. When the testing is concluded the results are reviewed and the application will either be approved or rejected.

7. If the application is approved the application and associated documentation will be passed to the Production Operations Team.

8. If the application is rejected it will be returned to the Application Developer for repair. The fixed application, in the event that changes to the application functionality or supportability are made, must pass through this procedure once again, including the OAT process.

Production Operations Team

9. A Production Operations Engineer will receive the application and associated documentation and open a Change Request. (Note: Until changes are made to Remedy, please use a Remedy Ticket until further notice.)

10. A request should be made that the ticket be assigned to the System Administration Team (Tier 3) on-call person for deployment during the next available deployment window.

System Administration (Tier 3) On-call Person

11.   Once the Remedy ticket has been received the on-call person will contact the Production Operations engineer who forwarded the request to them.

Production Operations Engineer

12.   Forwards the approved production application and all of the supporting documentation to the System Administration on-call person, including deployment instructions and back-out procedures.

System Administration On-call Person

13.   Contacts the Application Developer via email or telephone to request that the Application Developer be made available during the deployment window to allow

for timely resolution of a "failed" deployment. This decision will be made prior to the deployment of the application.

14. Schedules the deployment of the application for one of the approved deployment and maintenance windows (see table below) and conveys appropriate information to the Application Developer, based on the day and time that the request is received by the System Administration on-call person.

Request Received By	Next Deployment Windows	Cut Of f Time
Friday, 2:00 p.m.	Sunday, 6:00 a.m.—12:00 p.m.	Monday, 2:00 a.m.
Monday, 2:00 p.m.	Tuesday, 9:00 p.m.—4:00 a.m.	Wednesday, 2:00 a.m.
Wednesday, 2:00 p.m.	Thursday, 9:00 p.m.—4:00 a.m.	Friday, 2:00 a.m.

Note: ITS has established a "cut off" time for deployments during any given window to ensure that once the window closes, the newly deployed applications have a "burn in" period, and to ensure that the production system will be at a known working state.

Failed Deployment Process

1. In the event of a failed deployment (e.g., a deployment that fails validation testing following the instructions from the Application Developer performed by the System Administration person deploying the application, or by the application users), the application will be returned to the Application Developer with the results of the validation testing attached.

2. Once the application has been re-engineered and tested by Engineering, it must undergo the OAT process and be scheduled for redeployment.